



## Frequently Asked Questions

<p><b>Is it safe?</b></p>	<p>We cannot guarantee safety in host countries (just like we can't guarantee it walking in unsafe areas in the US!). With that said, we do not visit unsafe areas, take extra precautions when travelling between communities (including utilizing police escorts when necessary), and work very closely with our in-country or on-site local staff to monitor the safety of host countries and communities. We reserve the right to adjust itineraries and cancel any plans due to safety concerns. We have never had a safety issue in 26 trips.</p>
<p><b>What about food allergies or preferences?</b></p>	<p>All students include allergy information on the their application, and we double check this the month prior to departure. This information is private, but IS shared with host families/staff so they can prepare accordingly. Host families have significant experience with preparing food to respect food allergies. We also always check in with students in the first days to ensure they are receiving food that fits their diet. The only preference we DON'T accommodate is picky eaters. This is a great opportunity to step out of your culinary comfort zone!</p>
<p><b>Is the water safe to drink?</b></p>	<p>The water is not safe in Guatemala, but it is safe in the Southwest US. We provide safe, bottled drinking water for the duration of the trips, and also ensure that all meals are prepared with safe, bottled water. We ensure that students are staying hydrated throughout the trip, and monitor for dehydration related illness.</p>
<p><b>What if my child gets sick or injured?</b></p>	<p>We have access and connection to excellent local physicians, and regional hospitals if necessary. GL carries domestic and international medical insurance to guard against issues. Most illness that occurs in country is due to dehydration.</p>
<p><b>Can I speak to my child while they are in country?</b></p>	<p>Students will have 1 (Spring Break) or 2 (Summer) opportunities to call home. These are pre-scheduled so you can plan accordingly. You will also have the emergency contact information of staff members – we ask that you only call us in case of emergency. If your student falls ill or we otherwise need to contact you, we will do our best to notify you of issues and updates.</p>
<p><b>Who books airfare?</b></p>	<p>Global Leaders books airfare, as we are able to secure the best rates for such a large group. The cost for airfare will be communicated to you 24 hours before we purchase, and will be added to your final payment.</p>
<p><b>If my student exceeds their fundraising goal, does that count toward their program fee?</b></p>	<p>No. What your family agrees to pay at the beginning of the year is what you will pay, regardless of fundraising.</p>



	<p>This also means that if your child DOES NOT reach their fundraising goal, we will not hold you financially accountable.</p>
<p><b>What happens if you have more students apply than you are able to accept?</b></p>	<p>We take many factors into account when accepting students, including: age (10-11 grade preference), balance of genders, essay response, reflection from references, grades and attendance history, school staff recommendations, group heterogeneity and more. We have utilized a waitlist for the previous 2 years.</p>
<p><b>What if something happens and my student cannot travel?</b></p>	<p>If you remove your child, or if GL deems it necessary to remove the participant from the program for any reason, more than 120 days prior to travel date, a refund minus \$600 program fees and <b>less cost of airfare</b> will be made within 25 days. This is GL's sole liability in the event that a trip is cancelled. If a trip is cancelled by GL, within 119 days prior up to and including the day of travel, the following refund will be made within 25 days: <b>GL will refund the program fee less \$1500 to cover program costs to date, less the cost of airfare.</b> Separate travel insurance is highly recommended for full cost of program and air costs.</p>